

ITIL®

Service Support – Change Management

DEFINITION

Change Management Definition –The Service Management Process responsible for controlling and managing requests to effect changes to the IT infrastructure of any aspect of IT services to promote business benefit while minimizing the risk of disruption to services. Change Management also controls and manages the implementation of those changes that are subsequently given approval.

GOALS

- *To control and manage changes to the infrastructure so that business benefits are maximized and risks minimized.
- *Managing a higher number of changes can be managed
- *Maintaining balance between change cost/impact/value
- *Fewer change related incidents
- *More accurate predictions of change, cost, and value

BENEFITS

- *An enhanced IT reputation
- *Increased productivity of Customers and IT staff
- *Knowing what changes are planned through the Forward Schedule of Changes (FSC)
- *Less adverse impact of changes on services
- *Ability to absorb a higher level of error free change helps speed to market and quality of service
- *Better pre-assessment of the cost and business impact of proposed changes
- *Improved risk assessment

PROCESS ACTIVITIES

- | | |
|---------------------------------|--------------------------------|
| *Change Initiation | *Design, build, test |
| *Change filtering and rejection | *Change back out plan |
| *Change sponsorship | *Approval to implement release |
| *Change acceptance | *Post Implementation Reviews |
| *Change recording | *Record update and closure |
| *Change classification | *Scheduling |
| *Impact assessment | *Authorization to proceed |
| *Resource assessment | |

KEY PERFORMANCE INDICATORS

- *Responsiveness to business needs
- *Accuracy in making changes
- *Reduced cost of changes
- *Number of successful changes not causing incidents
- *Number of changes that had to be backed out
- *Decrease in emergency and unauthorized changes

ITIL®

Service Support – Change Management

TOOL REQUIREMENT CONSIDERATIONS

- | | |
|---|---|
| *Integrated with Configuration Management technology | *Monitoring and tracking progress |
| *Records of previous Request for Change and changes | *Escalation and notification |
| *Ability to link incidents, problems, changes and configuration items | *Verification |
| *Strong automatic procedure/workflow features | *Closure |
| *Automatic production of Requests for Change | *Integrated with incident management technology |
| *Impact Assessment | *Scheduling of changes |

POSSIBLE COSTS

- *Change touches the whole organization
- *Change is more expensive not to do
- *Poor Change Management creates much failure
- *Total cost of doing/not doing a change is key

REVIEW DATES

- *Date Last Reviewed: January 2008
- *Next Review Date: January 2009

KEY INTERACTIONS WITH OTHER DOMAINS

- *Security - Security contributes to impact assessment of changes. Security representative should be a member of the Change Board
- *Business Continuity – Change management approves changes related to IT Business Continuity Management.
- *Knowledge Management - Management processes, procedures and lessons learned should be stored in Knowledge Management database.
- *Change Management provides critical support for all other domains and disciplines.

REFERENCE

For More Information: <http://www.best-management-practice.com/bookstore.asp?FO=1230360>